

Exhibit 17
Representative Task Orders
October 2012

RTO STATEMENT OF WORK #1

Human Resource Administration

October 2012

Scope

Human resource administration crosses over two offices within OHCM: the Talent Acquisition Office (TAO), and the Performance and Worklife Dynamics Office (PWDO). The TAO serves as the frontline provider of human capital talent, a critical gateway to the achievement of mission success. The TAO provides strategy and services in a broad range of areas including: staffing and placement, classification, compensation, and position management, travel, Permanent Change of Station (PCS) travel and personnel action processing. Through ongoing relationships with supervisors and employees, the office provides first-responder information related to recruitment and development. The TAO develops expertise in customer mission areas and requirements in order to offer timely, forward thinking consultation on how to attract, acquire and retain the leading edge talent required within customer organizations. Balancing a Center-wide landscape of workforce planning, with an individual directorate customer service focus, this office uses a rich template of government-wide and NASA-wide flexibilities, programs, and tools to offer tailored recruitment and placement services today, for a dynamic and skilled workforce of tomorrow.

The PWDO provides a broad range of services and expert advice, counseling and solutions to employees, supervisors, and managers in the areas of managing performance, performance accountability, employee relations, labor relations, awards and recognition, benefits, workplace flexibilities, and other elements that create a culture which promotes and fosters high performance and a rich quality of work-life

TAO REQUIREMENTS

Official Personnel Records

The contractor shall provide employee records and documents, such as college transcripts and insurance forms, to NASA Shared Services Center (NSSC) to maintain Personnel Records for the Goddard Space Flight Center (GSFC) in accordance with the Guide to Personnel Recordkeeping that includes electronic Official Personnel Folder (eOPF), Employee Performance Folder (EPF), and Employee Medical Folders (EMF). Documents are provided via fax, mail, or electronic uploading. Approximately 1,500 records per year are handled per year. Knowledge of federal personnel processing and experience in using systems such as the Federal Personnel Processing System (FPPS) and eOPF system is necessary to perform this effort.

The contractor shall prepare files for transfer to the Federal Records Center and/or the NSSC or other federal Agencies. Approximately 200 to 400 physical files per year are prepared.

The contractor shall request files from Federal Records Center to be used by various GSFC officials. Knowledge of the federal retention regulations is required to perform this effort. Approximately 100 records per year are processed.

When requested and determined appropriate by a government official, the contractor shall provide electronic access to and support OPM Investigators / Investigators from other agencies (e.g. FBI, DOD, and Inspector General), EEO Representatives, and Inspectors General with viewing. Approximately 30-50 requests are processed per year. Knowledge of the personnel security regulations is required to perform this effort.

Permanent Change Of Station (PCS) Travel Orders

The contractor shall work with the Human Resources (HR) Specialist to provide the information necessary for the NSSC to complete the employee's relocation travel order.

The contractor shall prepare relocation travel estimates for GSFC officials, and respond to inquiries from the employees. The contractor may counsel and advise the new employees regarding relocation information.

The contractor shall prepare travel request for GSFC approval in accordance with Agency policy and Federal Travel Regulations.

Approximately 30 PCS cases are processed per year.

The contractor must be knowledgeable of federal and NASA-specific PCS regulations and the unique hiring appointments to perform this effort.

Human Resources

The contractor shall provide professional services to the HR Specialists in the areas of staffing, classification, and personnel action processing.

The contractor shall provide day to day classification services for the GSFC civil service workforce in grades GS-1 to 15. Classification services include providing advice, negotiating timeframes for completion and updates. The work requires knowledge of U.S. Office of Personnel Management and NASA classification standards and policies.

Classification services include conducting supervisor and employee desk audits. Approximately 5 desk audits are conducted per month.

The contractor shall conduct reviews of automated employee and position data prior to processing personnel actions to ensure compliance with Federal and agency human resources regulations and policy guidelines. The work requires knowledge of Federal HR terminology, requirements, procedures, operations, functions and regulatory policy, and procedural requirements applicable to HR transactions.

The contractor shall manage and maintain the quality control of employee position descriptions and ensures that employee and position data are accurately reflected in the appropriate HR systems.

The contractor shall ensure that position descriptions are coded to identify drug testing positions and positions that require the completion of ethics forms. Knowledge of drug testing and ethics requirements for positions is critical to the performance of this effort.

The contractor shall provide routine guidance to applicants involving recruitment and research applicable guidelines to determine the best course of action for a particular staffing situation.

The contractor shall ensure that all vacancy announcements meet the OHCM procedural requirements. Once verified, the information shall be distributed electronically via the “GSFC Vacancy Announcement Blaster”. The work shall be performed using HR automated systems, such as NASA Stars (Resumix), FPPS, Workforce Transformation Tracking System (WTTS) and the Electronic Position Description System (ePDS).

The contractor shall provide data and prepare forms and letters to be sent to the NSSC once authorized by a NASA official.

Approximately 750 personnel actions are processed per year.

PWDO REQUIREMENTS

Awards

The contractor shall administer the GSFC Awards program including, but not limited to, preparing civil service employee awards, including cash and time off awards for annual performance, superior accomplishments, honorary awards, and other special awards for processing in the NASA Automated Awards System (NAAS). The contractor shall perform a variety of duties in the support of Awards services to GSFC employees such as participating in initiating the awards call, preparing the nominations for review and approval, processing of awards and preparation of certificates, providing support during the awards ceremonies and closing out post ceremony actions. The Contractor shall:

Process and distribute a variety of GSFC awards including approximately 500 Length of Service (LOS) certificates, pins, and mementos to directorates and administrative offices upon receipt from the NSSC in the most efficient manner as prescribed by existing policies.

Provide professional services to the office in developing options for coordinating critical review meetings and scheduling meetings with the Standing Awards Committee (SAC) and Senior Level Review Team (SLRT). This coordination includes understanding the detailed nature of interacting with the most senior GSFC officials.

Establish an awards schedule that encompasses all parameters and key decision points for processing, planning and reviewing awards data to determine due dates for scores while maintaining a record of past, present, and future analyses of all scores in preparation for meetings.

Perform a variety of logistical support services such as events planning to include scheduling, preparation of materials, preparation of announcements, frontline customer service, greeting and providing information to customers, receiving and processing forms, and reservation of space in the support of appropriate ceremonies (including two major Center-wide events) seating arrangements of honorees, speakers, and other guests in support of the awards ceremonies.

Allocations and assignment of awards/employee recognition include managing approximately 800 to 1000 awards annually and supporting two major awards ceremonies and five small awards ceremony events.

Worker's Compensation Services

The contractor shall provide expertise, consultation, and services in the area of Worker's Compensation. Approximately 10-20 new Workers' Compensation cases are initiated per year at GSFC with approximately 5 active cases at a time. This work involves coordinating the completion of forms with the GSFC Health Unit and providing support to employees with completing forms required by the Department of Labor (DOL) as well as filing and maintaining records.

The contractor shall perform work in accordance with the revised and most current editions of applicable laws and regulations. The contractor performs professional services in support of the Workers Compensation program. Work involves internal and external contacts, difficult non-routine tasks and access to confidential information. Judgment and initiative shall be exercised frequently while answering verbal and written communications.

The contractor shall be fully versed in the DOL Federal Employees Compensation training, rules and regulations.

During slow periods, the OWCP person shall assist with performing work related to employee awards and recognition.

Deliverables or Delivery Schedule

Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the COR.

Quarterly continuation of pay reports shall be delivered to the agency workers compensation office in accordance with their requested schedule.

Government-Furnished Equipment and Government-Furnished Information

The Government shall supply an office, furniture, computer, and other equipment.

Place of Performance

Work is to be performed at the Goddard Space Flight Center in Greenbelt, Maryland. The contractor shall provide onsite HR professional services to manage customer requirements Monday through Friday from the hours of 8:00 am – 4:30 pm.

Period of Performance

March 1, 2013 through February 28, 2014

RTO STATEMENT OF WORK #2

OHCM Overall Services October 2012

Scope

The Office of Human Capital Management (OHCM) requires overall human capital management services. These services include organizational leadership and coaching, statistical analysis, and facilitation. The services required in the Statement of Work span across two of OHCM's offices: The Organizational Leadership and Culture Office (OLCO), and the Organizational Capability Office (OCO). In addition, any of the services described above may be coordinated by OLCO and OCO for our OHCM partners. These partners consist of the Diversity and Inclusion Office, Goddard Space Flight Center (GSFC) directorate offices and teams, and Center employee advisory committees.

The OLCO provides collaborative consulting and coaching that develops the capacity of GSFC leaders to lead people, lead change, and build high-performing teams and organizations by enhancing the way people work together. The OLCO requires onsite professional support to provide strategic organizational development (OD) and organizational effectiveness (OE) services to guide the OHCM, GSFC organizations, Directorates, Divisions, Offices, and teams through cultural and organizational change efforts. The contractor shall provide support and guidance to GSFC organizations/directorate/division/ offices/teams etc., with data collection and analysis from customer focus groups, surveys, feedback, re-engineering and planning activities for improving services, and other Center initiatives. In addition, the OLCO requires onsite professional support in the areas of coaching, organization development, and leadership development initiatives. The type of onsite professional support required is common across all three areas and include the development and maintenance of databases and/or systems that can be utilized to track activities associated with coaching, organization development, and leadership development which include, but is not limited to, participant attendance, applications/nomination forms, evaluations, etc.

The OCO strives to increase its capacity to be anticipatory and solutions-oriented for GSFC customers and to speak as human capital subject matter experts for GSFC Management. OCO requires a human capital statistician to provide onsite support in statistical concepts and tools Statistical Package for the Social Sciences (SPSS) and Statistical Analysis Sampling (SAS) that will perform assigned work.

Requirements:

ORGANIZATIONAL LEADERSHIP AND COACHING REQUIREMENTS

Organization Development/Organization Effectiveness

The Contractor support the OLCO Organization Development Consulting Team by providing the professional services to include, but not limited to the areas listed below. The contractor shall:

Consult with GSFC organizations, teams, and team leaders for the purpose of performing quality improvements. [see the assumptions list] The contractor shall facilitate the establishment of new process action teams to include developing, documenting and presenting metrics that identify the “before state” and the “revised state” after OE work/OD consulting. [refer to the procurement library for the OD evaluations utilized by the OLCO]

Partner with the OLCO organization effectiveness function to conduct strategic business meetings, plan retreats, team building processes and workshops, culture survey activities, and other ongoing organization effectiveness activities as scheduled and assigned. [see the assumptions list]

Participate in or lead activities and initiatives at the organization and directorate level (e.g., strategic planning, OHCM transformation efforts). Approximately 2-4 activities and initiatives annually.

Partner with OHCM’s OD/OE subject matter experts in developing new approaches to market organizational effectiveness services to GSFC customers. Approximately 2-3 half-day (4 hour) meetings per year conducted to develop new approaches.

Effectively coordinate and obtain approval from designated Leadership and Organizational Effectiveness officials (OLCO Team Lead and/or Office Chief) for incoming requests for organizational effectiveness services and attend organizational effectiveness team/group meetings.

The contractor shall ensure confidentiality of clients is maintained. An estimated number of client engagements during the year are approximately 12-15.

Provide Executive Transition services as requested. The term Executive Transition in this case refers to the on-boarding of new or re-assigned Senior Executive Service (SES) employees to the Goddard Space Flight Center (GSFC). Expect approximately 4-5 new or re-assigned SES in a year.

Leadership and Management Development Program Services and Facilitation

The contractor shall identify and notify the Government of training and development programs to advance leadership learning and diversity awareness and competencies, as requested. Approximate number of requests is 2-4 per year.

The contractor shall provide consulting services [see the assumptions list] to promote the development and advancement of GSFC leaders (approximately 10-12) and to advance GSFC’s Diversity Strategic Plan.

The contractor shall serve as a leadership/management development facilitator, as requested. Approximately 2-4 times per year.

The contractor shall use leadership assessments (i.e. Myers Briggs, DiSC, etc.) for work groups (approximately 8-10) and individuals (approximately 30-60) per year.

Coaching Services

The contractor shall work in conjunction with the GSFC Coaching Program Manager as requested in the areas listed below. The contractor shall:

Provide professional services to process and track end to end 200 to 300 customer requests for the coaching program services such as but not limited to the administration of the coaching application process at GSFC and the agency.

Compile and track program actions and deliverables as well as support the development and maintenance of program processes and materials such as, but not limited to, data collection, results/effectiveness measurement, program policy guidelines (Coaching in Business), forms development, etc.

Manage the delivery, collection, compilation, and analysis of data for strategic planning marketing, enhancement, and measurement of the GSFC coaching program from a variety of internal and external sources on a monthly, quarterly, and annual basis.

Develop, maintain and submit 5 to 10 distinct data charts, database sheets, and biweekly, monthly, quarterly, and annual coaching reports to the coaching program manager.

Manage program communications and virtual working arrangements, regular face-to-face monthly program meetings and workshops with facilities, scheduling, coordination, materials development, meeting minutes, actions, and information as needed to carry out the specific agendas.

Maintain annual event calendars and other planning tools as needed.

Develop and maintain a current and up-to-date configuration of program development instructional materials, information, books, articles, supplies, and equipment as well as provide 90 day advanced notice of need to reorder.

Routinely, provide classroom and website management to support development instances including SATERN interface. This includes providing training to coaches on the automated Coaching Program System, conducting workshops on the use of the Heart Math instrument, as well as other state of the art practices in breathing, meditation, centering, grounding, developing leadership presence, etc.

Develop and maintain website content that is current, accurate, and meaningful to the client base as well as the coaches' virtual office.

Support Webcasting and WebEx activities by ensuring access information is accurate and ensuring that participants can log into the system and view charts. In addition, the contractor may be called upon to present information pertinent to topics covered in the WebEx.

Support the Call for Coaches, as appropriate, the application and review process for new coach development and the preparation of materials for GSFC review committees as well as other high level committee reviews as appropriate.

Provide technically competent professional services to maintain current database information and in preparing communications and reports in software such as the automated Coaching Program System, Power Point, Excel, Word, Access, Share Point, and other software necessary for collecting, tracking, and reporting.

HUMAN CAPITAL STATISTICIAN REQUIREMENTS

Requirements

The contractor shall:

Work with the OHCM's senior management officials, team leads, and key customers to develop and maintain statistical models to determine and support the effectiveness and fairness of OHCM and Equal Opportunity (EO) programs. Assume the contractor works with six management officials, five team leads, and five key customers. Approximately six statistical models will be developed and maintained.

The contractor shall provide statistical analysis and review of OHCM and EO programs as defined by the Chief of the Organizational Capability Office. Assume approximately 20 analyses to be conducted annually to determine the effectiveness and fairness of OHCM, EO, and Diversity and Inclusion (D&I) Office programs. Analyses may include but are not limited to; Performance Management System, promotions, Employee Viewpoint Survey (EVS) results, and awards, training, and leadership programs.

The contractor shall present summary briefings to key stakeholders and OHCM staff. Assume minimum of 1 hour briefing each month to provide status of projects and report on results of statistical analyses. Summary briefings consist of findings, conclusions, explanations of statistical approaches/techniques, and status of project deliverables.

The contractor shall provide solid written and verbal communications of the data intricacies and conclusions to clients, stakeholders and OHCM staff. Assume approximately ten written technical reports and twelve one hour briefings (included above) annually. Communications provide detailed explanations of complex statistical techniques along with findings, conclusions and recommendations, in easy to understand and actionable language. The contractor's level of knowledge and educational requirements include knowledge of federal government Human Resources (HR) practices, application of statistical techniques to HR programs, and a minimum of a four year degree with a PhD education level preferred.

Deliverables (ALL Work Assignments)

The contractor shall provide a monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the Contracting Officer's Representative (COR).

Deliverables or Delivery Schedule (Statistician)

Project requirements and ad-hoc analysis as result of the Non-Competitive Promotion Process (NCPP) project, Performance Management and Awards Team, and other areas/initiatives as identified – ongoing AITP.

Analysis and presentation of findings for on-going Employee Viewpoint Survey (EVS) Activities. As Identified in the Task Plan (AITP).

Technical report or analyses as defined and requested by the Government.

Government-Furnished Equipment and Government-Furnished Information

The Government shall furnish an Office, computer, and associated office equipment.

Place of Performance

The place of performance shall be the Goddard Space Flight Center in Greenbelt, Maryland.

Period of Performance

March 1, 2013 through February 28, 2014

RTO STATEMENT OF WORK #3

Training and Career Development

October 2012

Background/Scope

The Office of Human Capital Management (OHCM) Talent Cultivation Office (TCO) requires onsite professional human capital services in the areas of external training requests (training request provided outside of agency, i.e., schools, universities, other outside training sources), the Goddard Space Flight Center (GSFC) Learning Complex (including training classrooms), the self paced learning facility, the computer classrooms, and in the area of career coaching and professional development services.

The OHCM TCO utilizes multiple development modalities, including classroom training, reference and research learning materials, online learning, and facilitation of experiential learning and mentoring to develop and implement an array of programs, products and services that provide personal and professional development. This office requires onsite professional support in the areas of training administration for internal training program offerings, program management and support, learning management system, and social media/collaboration tools.

GSFC LEARNING COMPLEX REQUIREMENTS

Training Administration for External Training Request

The contractor shall provide the following services in support of the TCO external training program:

- Process at least 90% of all off-site training requests (regardless of dollar amount) in SATERN within 5 work days including ensuring that forms are accurately completed, and approval is obtained from Training Officer. Promptly deal with customer issues. Approximately 1000 external training requests received per year. Input training metrics into the established spreadsheet within 24 hours of process completion.
- Ensure that training requests are thoroughly reviewed prior to the Program Manager/Training Officer review and approval with minimal mistakes. Special attention should be focused on start dates, funding source, justification, and allowable fees.
- Verify, process, track and maintain all Academic Education Course Registrations (i.e., Directorate and Center-funded), obtain necessary approvals through the Academic Education Program Manager and/or Training Officer. Maintain an accurate, up-to-date database for Academic Programs. Retain academic education records based on the GSFC records retention schedule according to NASA-GSFC training guidelines.
- Provide professional services to the Cooperative Education Program in reviewing course registrations and tracking tuition assistance training requests against annual budget.
- Provide all metrics achieved for external training processing to Training Officer for inclusion in the monthly TCO Directorate Status Report by the 3rd Friday of each month.

Include all metrics achieved for external training processing in the TCO Program Projects Initiatives Template (PPI) on a weekly basis by Friday of each week.

- Participate in the implementation and provide necessary user training for External Training Processing and SATERN (NASA's Learning Management System).
- Follow-up with course participants who have not completed the NASA Shared Services Center (NSSC) course evaluations within 3-5 days of notification of non-receipt.

GSFC Learning Complex

The contractor is responsible for the operation and support of the GSFC Learning Complex; which includes training classrooms, self-paced learning area and computer classrooms, and Career Coaching and professional development services. The contractor shall:

- Ensure that the GSFC Learning Complex help desk is open from 7:00 a.m. – 5:30 p.m., Monday through Friday, which includes answering the help desk phone in person at all times and ensuring that the computer labs and self pace learning area is open from 8:30 a.m. to 4:00 p.m. Monday through Friday.
- Manage classroom reservations, room set up, and provide user support such as equipment.
- Ensure that the career coaching and professional development services are available from 8:00 a.m. - 4:30 p.m., Monday through Thursday. Provide telephone coverage when the Career Coaches are out of the office conducting workshops and/or other activities.
- Provide services for web-casting, teleconferencing including equipment set-up, user training and call in procedures.
- Maintain the appearances of the GSFC Learning Complex by keeping the classrooms neat and properly set up with respect to room arrangement and training aids and materials. Ensure that office spaces are free of clutter. The storage room shall be organized and free of safety hazards. Ensure that the training classrooms are locked and secured when not in use; and ensure the security of all government-owned equipment, including computers and audio-visual equipment. Take necessary steps for the removal of unnecessary equipment and furniture in training rooms, and identify GSFC Learning Complex maintenance needs and execute or propose solutions to the Training Officer.
- Research and identify facility equipment and supply needs, prepare ordering documentation, and submit recommendations to the Training Officer as needed.
- Remind course program participants in the lobby area to keep their voices down during class time and exercise quiet, professional behavior in office space.
- Update information on the status of training courses on the GSFC Learning Complex Hot Line during planned and unplanned continuing operations planning situations as directed.
- Provide monthly metrics to the Training Officer on all activities associated with the GSFC Learning Complex to include all classrooms, self-paced learning resources, e-Learning Program, and Career Coaching services including trend analysis of data.
- Manage the e-learning program to include, but not limited to, the self-paced learning resources, web-based, and satellite-based training programs. The contractor team shall

ensure that self-paced learning resources and e-learning materials, equipment and tools are maintained, and updated and utilized as alternate options for learning as needed.

- Provide IT support to the computer classrooms and self-paced learning area to include, but not limited to, installing software; maintaining state of the art equipment; setting up classrooms; and providing IT maintenance services in real-time to ensure that computer classes run efficiently and effectively.
- Document all GSFC Learning Complex processes and procedures to ensure accessibility and continuity of services at all times.

Professional Development Center/Career Coaching Services

The contractor shall provide the following services in support of the Professional Development Center and Career Coaching program:

- Provide one-on-one Career Coaching, normally three to five sessions per client, for any interested GSFC civil servant employee or manager, to include, but not limited to skill assessment, development planning, dealing with career related issues/concerns, preparing for performance appraisal and development discussions, etc. There are approximately 500-800 sessions per year.
- Maintain an adequate inventory of career skill assessments tools (i.e., Strong Interest Inventory, Myers Briggs Type Indicator, and DISC), and notify the Career Development Team Lead when supplies need to be replenished.
- Conduct Group Coaching to sessions (Advisory Committees, In-tact Work groups, Working Groups, etc.), as requested.
- Provide consultation on Center career development initiatives by providing technical expertise on an as needed basis. This includes, but is not limited to, advising the Career Development Team Lead on ways to ensure that the Center's Career Development activities are integrated and delivered in a systematic manner.
- Design, deliver and maintain core career development training curriculum, and conduct periodic needs assessments to determine ways to enhance/update the curriculum so that offerings are targeted towards the needs of the workforce.
- Prepare a comprehensive quarterly plan to communicate and market the Career Coaching and professional development services to the workforce. This plan shall be submitted to the Career Development Team Lead for approval prior to implementation. Marketing activities shall include publicizing by participating in special events, developing notices (including monthly calendar for distribution) visiting and briefing managers and employees on Center services, and requesting input on which materials are important to them.
- Design and conduct career development workshops, marketing communication and publications to build credibility and further publicize the professional resources available at the Center, generate Center "Highlights", emphasizing what's new at the Center, and other promotional initiatives via the Center's web-site.
- Develop marketing correspondence and publications, and submit to the Career Development Team Lead for approval before printing and issuance.

- Provide outreach services through briefings, staff meetings, new employee orientations, brown bag lunches and other methods identified. Prior approval is required from the Career Development Team Lead for all outreach initiatives before official commitment.
- Develop publications relating to career skill development to use in the development of brochures, web sites, and GSFC Dateline, for dissemination to GSFC employees.
- Maintain a daily appointment log documenting the number of appointments for each day, planned program development work/time, follow-ups and any professional development services success stories (e.g., promotions, interviews, etc.). A copy of the log must accompany monthly reports. All information gained from clients is completely confidential and must be maintained in separate folders.
- Design, review and analyze materials and forms for career coaching/center schedule, intake, record keeping, confidentiality, counseling and evaluation of counseling activities and procedures.
- Monthly reports shall contain statistics on activities conducted, center usage, service delivery, successes, directorate participation, problems encountered, and other data specified by the Career Development Team Lead.
- Initiate relationships with other GSFC installations (Wallops Island, Virginia and Fairmont, West Virginia) and provide consultation, as needed, to employees and managers located at these facilities via telephone.
- Ensure that career coaching records are safeguarded in accordance with the Privacy Act and NASA system of records.
- Partner with Human Resource Development Specialists (HRDs) in developing Career Mapping/Paths for GSFC. Specifically, collaborate with subject matter experts (SMEs), designing questions for SMEs, and developing the career development and training component.
- Provide coaching, advice, support, and feedback to Senior Executive Service (SES) Candidate Development Program applicants who are preparing their resumes for prospective SES job announcements in regards to the Executive Core Qualifications using the Challenge, Context, Action, and Results Model.

TRAINING ADMINISTRATION REQUIREMENTS

Training Administration for Internal Training Programs

The contractor shall provide the following services in support of TCO's Internal Training program:

- Partner with the TCO Human Resource Development Specialists (HRDS) regarding status of course registration; provide final status of course registrations 2 weeks prior to the start of each class so that the HRDS can make a decision to proceed with training.
- Print and circulate the course roster for dissemination at the beginning of each class. Work with the vendor to provide them with information needed for access to the Center (directions, badging, information, etc.). Work with the GSFC Learning Complex and/or

Conference Room Coordinators across the GSFC to schedule and handle course logistics (i.e., classroom and equipment set up; receipt and dissemination of course materials). Ensures that classes commence and end properly (i.e., introduce instructors, provide logistical information such as the location of vending machines, emergency POC, TCO Services, etc.); and disseminate, collect, and summarize course evaluations within 2 days of completion of each course. Summarized course evaluation reports shall be submitted to the designated HRDS. There were approximately 367 internal training programs for FY13.

- Partner with Human Resource Development Specialists (HRDS) to complete the NSSC Request for Internal Training Form within 2 work days of receipt of request and monitor and ensure progression of request (through the NSSC procurement process) through completion.
- Input training data into the established spreadsheet within 24 hours of process completion.
- Serve as the *Metrics That Matter (MTM) Administrator*.
- Update the course approval list and notify participants via email when notification is modified and approved by the Program Manager.
- Input metrics into the established internal training processing spreadsheet within 24 hours of process completion.
- Document all internal processes and procedures in a timely manner to ensure accessibility and continuity of services at all times.

Human Resource Development

Human Resource Development support shall include:

- Consulting with all levels of GSFC management and employees on complex human resources development related matters to meet the current environment.
- Participating in TCO meetings and training activities scheduled for Human Resource Development Practitioners.
- Providing program management for technical and career development programs. Also, conducting periodic and regular needs assessment activities to gather competency development needs; and design training solutions (if required) to address the training and development needs identified. Design and implementation of a wide range of training evaluation methods as needed for all assigned programmatic areas (i.e., surveys, interview, focus groups) to assess learning, behavior, impact and return on investment (ROI).
- Providing additional support to the academic education program, e.g., verify, process, track, and maintain records (based on records management issuance and guidance) for all Academic Education Course Registrations (i.e. Directorate and Center-funded); and obtaining necessary approvals through the Academic Education Program Manager and/or

Training Officer. Maintenance of an accurate, up-to-date database for Academic Programs.

- Providing support with data tracking, collection, analysis, and reporting associated with the TCO reporting (e.g. weekly, Quad, DSR, PPI, and 3-5 Initiatives) requirements.

Program Support

The contractor shall provide the following Program support:

- Provide support to GSFC technical and career development training programs including, but not limited to: the Academic Investment for Mission Success, New Employee Orientation, On-Boarding, Professional Intern Program, Mentoring Programs, Career Development Program, Academy Programs/Project Engineering Leadership, Secretarial Training Program, Required and Mandatory Training, EO Programs, Financial and Resources Management, Procurement Training Programs, Agency Human Resources University, Health and Safety program, Business Development Curriculum, IT Training Program, Retirement Training, Science Training Programs, Power and Privilege Series, and Supervisory Training.
- Work with the NSSC to coordinate the procurement and scheduling of vendors providing services in support of GSFC Programs, advertising of Program activities, monitor registrations for Program activities, track attendance, and administer, collect, and summarize end of program, and follow-up evaluations are due within 2 days of end of the program activity and/or receipt of a request from HRDS. Activities can consist of administering surveys, scheduling interviews, and/or supporting focus groups with participants and/or supervisors. In addition, at the completion of each internal training event OHCM should receive a course evaluation summary report within 3 weeks after course completion.
- Track program participants, support orientations, processing registrations, and general program support (e.g., maintenance of NEO products inventory, creating binders, Xeroxing materials, etc.).
- Provide feedback to HRDS to improve program effectiveness and efficiency. The HRDS should receive a weekly status report on actions completed on their respective programs during the week.
- Provide support to the On-Boarding Program to include: backup to the GSFC On-Boarding Team Lead; schedule meetings and obtain meeting space; provide support with troubleshooting On-boarding issues; GSFC On-Boarding web pages updates; NSSC Employee Orientation web page updates; capture and update attendance metrics; provide support with communications to Directorate On-Boarding Representatives and Subject Matter Experts as needed; electronically distribute the New Employee Survey and retrieve survey data.
- Maintain files/records management according to records management issuances and directives. Conduct quality assurance audit of all records and take corrective action to ensure that accuracy of data inputted into SATERN on a monthly basis.
- Develop and communicate the training, marketing, and communications strategy for programs.

- Process book reimbursements accurately and send to NSSC within 5 business days of receipt.
- Submit grade reports to Program Manager on a quarterly basis.

SATERN (NASA Learning Management System)

The contractor shall provide the following SATERN support:

- Serve as the Administrator for SATERN (Agency Learning Management System), and attend GSFC and Agency meetings in that capacity.
- Remove old courses from SATERN (within 2 weeks of course end date) and resolve SATERN registration issues.
- Generate SATERN reports, provide regular updates regarding system enhancements and training.
- Providing support for social media efforts. This includes the development, design and delivery of a social media/collaboration tools strategy and identification of tools for customers.
- Create and/or maintain documentation on the database, including user manuals, data dictionaries, and other user training and tracking materials.
- Train and develop job aids for new users and update current users on a periodic basis on the latest system updates and features.
- Evaluate, document, maintain documentation, and make recommendations on the business processes in use in the training office which could affect data entry; implementing any recommendations accepted by TCO management as required.
- Make recommendations to the GSFC Training Officer in regards to system enhancements/improvements.
- Create or generate any standard or ad-hoc reports to evaluate data accuracy, track user compliance, analyze errors, respond to data calls, and troubleshoot system problems.
- Coordinate monthly internal SATERN Working Group Meetings, and meetings with the GSFC Training Coordinators, and Administrative Officers to share information regarding system updates, enhancements, as well as identify customer's concerns/issues.
- Provide regular updates regarding system enhancements and/or training at TCO Staff meetings, Administrative Officer's Quarterly, and other forums as deemed appropriate.
- Execute the SATERN Communication/Training Plan.
- Provide coaching, mentoring and guidance to the SATERN Administrator in order to establish an infrastructure for receipt, tracking status, and discharging responses to customer requests; as well as, developing technical documentation pertaining to system policies, procedures, and processes.
- Serve as the backup Regional Administrator for the Agency Learning Management System for GSFC and HQ.

- Create generate any necessary reports (required reports) to evaluate data accuracy, track user compliance, analyze errors, respond to data calls, or as otherwise required by the OHCM (ad hoc reports).
- Generate statistical analysis data reports based on data collection efforts (e.g., Investment Strategy, training evaluations, etc.). Provide an annual GSFC and Directorate metrics reports on our training investment expenditures (i.e., #people taking training, dollars spent, hours spent in training, types of training) in support of our Learning Investment Strategy (formerly known as needs assessment)
- Document all SATERN processes and procedures to ensure accessibility and continuity of services at all times.

Social Media Support

The contractor shall provide the following social media services/activities:

- Collaborate and partner with the necessary personnel and other support teams to ensure social media initiatives and vision meet business requirements for all support areas.
- Provide strategic thinking and support for social media efforts that extends to all areas of the organization, coupled with creative solutions that will put the organization on the cutting edge of digital communications and social media.
- Provide support with the delivery and the design of key social media and customer communications to ensure content that reflects forward thinking social media applications, tools and practices.
- Create a comprehensive social media strategy within 60 days of contract award for GSFC, including, but not limited to Facebook, Twitter, LinkedIn, Wikis, YouTube, Podcasts, Social Networks, My Space, Webinars, blogging etc.

Deliverables or Delivery Schedule (GSFC Learning Complex)

- Status reports to the Cooperative Education Program Manager, when applicable.
- Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the Contracting Officer's Representative (COR).
- Monthly metrics on GSFC Learning Complex to the Training Officer by 10th of each month.
- Career Coach monthly reports 2-3 days following end of month to Career Development Team Lead.
- Inputs for the TCO Directorate Status Report that are entered into the established repository by the 3rd Friday of each month.

(Training and Program Support)

- Any required reports and/or plans will be assigned due dates at the time request is made. The Government will work with the contractor to establish a fair date for delivery.

- Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the COR.
- List achieved metrics for internal training processing to Training Officer by 10th of every month.
- Participant course list by semester to program manager by the last Friday of each quarter (calendar year).
- Course evaluation summary to program manager for internal training within 3 weeks of course completion.
- Weekly report to HRDS on actions completed on their respective programs during the week by Friday of each week.
- Monthly quality assurance audits including corrective actions to ensure accuracy of data input in SATERN. Submit results of monthly quality assurance audit by the 15th of each month.
- Develop comprehensive social media strategy within 60 days of contract award.

Government-Furnished Equipment and Government-Furnished Information

Work space and office equipment will be furnished by the government.

Place of Performance

The place of performance shall be Goddard Space Flight Center, Greenbelt, Maryland. The GSFC Learning Complex consists of three entities: the main E100 suite of classrooms in Building 1, self-paced learning and computer room area, and career coaching and professional development services area. The hours of operation for the E100 suite of classrooms are 7:00am – 5:00pm, Monday – Friday; and the self-paced learning and computer classroom area hours of operation are from 8:00am – 4:30pm, Monday – Friday, and the Career Coaching and professional development services hours of operation are from 8:00am - 4:30 pm, Monday – Thursday.

Period of Performance

The period of performance is March 1, 2013 through February 28, 2014.

RTO STATEMENT OF WORK #4

HQ Training & Career Development Services

October 2012

Scope

The contractor shall provide training and career development professional services for NASA Headquarters (HQ). The contractor shall provide management and oversight support for all work associated with this task. These services include, but are not limited to, consultative, design and implementation of training programs, and career counseling. Designing and/or redesigning of programs and products. Participation in general staff as well as high-level meetings is required.

Requirements

Human Resource Development

The contractor shall perform the following duties:

- Redesign/Design, manage and provide consultation on a wide variety of Human Resources Development Programs to include, but not limited to, the design and delivery of the Headquarters Mandatory Supervisor Training Program (*“Meeting Learners Where They Are”*).
- Consult with all levels of HQ management (including Senior Executive Service members) and employees on complex human resources development related matters, to include individual coaching and counseling appointments with all new and newly appointed supervisors to assist in creation of individual and executive development plans.
- Design and implement a wide-range of training evaluation methods (i.e., surveys, interviews, focus groups) to assess learning, behavior, impact, and return on investment (ROI).
- Participate in the Human Resources Management Division/Employee and Organizational Excellence Branch (EOEB) annual needs assessment process to gather competency development needs and design training solutions (if required) to address the needs identified.
- Identify and notify the Government of training and development programs to advance leadership learning.
- Participate in EOEB meetings and training activities scheduled for Human Resource Development practitioners.
- Serve as a leadership/management development facilitator, as requested.
- Use leadership assessments (Myers Briggs, DiSc, etc.) for work groups and individuals.

- Manage and consult with senior-level managers on external executive development opportunities (OPM's Federal Executive Institute, Brookings Institute, Harvard University's Kennedy School of Business, etc.).
- Establish criteria for evaluating and tracking leadership and management development metrics.
- Lead and/or Provide support in special projects or initiatives as requested by the Chief, Employee and Organizational Excellence Branch.

Career Counseling Services and Work/Life Resources Center

The contractor shall perform the following duties:

- Provide one-on-one Career Counseling. Counseling sessions typically consist of three to five sessions per client, for any interested HQ civil servant employee or supervisors. This includes, but is not limited to, skill assessment, development planning, addressing career-related issues/concerns, preparing for performance appraisal and development discussions, etc. Approximately 200-300 sessions per year.
- Maintain an adequate inventory of career skill and work/life assessments tools (Strong Interest Inventory, Myers Briggs Type Indicator, Passion Test, etc.), and notify the HQ Training Officer when the supplies need to be replenished.
- Conduct Group Career and Work/Life Counseling group sessions (Advisory Committees, In-tact Work Groups, Working Groups, etc.), as requested.
- Provide consultation on HQ career development and work/life initiatives by providing technical expertise on an as needed basis. This includes, but is not limited to advising the HQ Training Officer on ways to ensure that the HQ's Career Development and Work/Life activities are integrated and delivered in a systematic manner.
- Design, deliver and maintain core career development and work/life training curriculum, and conduct periodic needs assessments to determine ways to enhance/update the curriculum so that offerings are targeted towards the needs of the workforce.
- Prepare a comprehensive quarterly plan to communicate and market the Career Counseling and Work/Life Resources Center and services to the workforce. Be prepared to communicate this plan at quarterly meeting with the Chief. This plan shall be submitted to the HQ Training Officer for approval prior to implementation. Marketing activities and all outreach initiatives shall include publicizing by participating in special events, developing notices (including monthly calendar for distribution), briefing career development program participants on HQ services, asking for their input on which materials are important to them. Approval of proposed marketing activities and outreach initiatives is required from the HQ Training Officer prior to any official commitment to conduct outreach and/or marketing.

- Design and conduct career development and work/life workshops to build credibility and further publicize the professional resources available at HQ, generate Headquarters “Highlights,” emphasizing what’s new at HQ, and other promotional initiatives via the HQ’s web-site (future requirement). Approximately 100-150 work/life coaching sessions per year.
- Develop marketing correspondence and publications, and submit to the HQ Training Officer for approval before printing and issuance.
- Provide outreach services through briefings, staff meetings, brown bag lunches and other methods identified.
- Develop publications relating to career skill development and work/life initiatives to use in the creation of brochures, web sites, NASA Inc., for dissemination to HQ employees.
- Maintain a daily appointment log documenting the number of appointments for each day, planned program development work/time, follow-ups and any success stories (e.g., promotions, interviews, etc.). A copy of the log must accompany monthly reports. All information gained from clients is completely confidential and must be maintained in separate folders.
- Design, review and analyze materials and forms for career counseling/HQ schedule, intake, record keeping, confidentiality, counseling and evaluation of counseling activities and procedures.
- Provide monthly reports 3-5 days after the end of each month and include documentation from previous month’s statistics. The reports shall contain statistics on activities conducted, center usage, service delivery, successes, directorate participation, problems encountered, and other data specified by the HQ Training Officer.
- Maintain sign-in sheets for the length of the contract and make them available to the Contracting Officer’s Representative (COR) for review upon request.
- Develop and implement a system for conducting follow-up evaluation with counseled employees, 1) to find out how and/or whether the career counseling provided to date has assisted in the employee’s development, and 2) to encourage employees to continue planning and implementing their career goals.
- Ensure that career counseling records are safeguarded in accordance with the Privacy Act and NASA system of records.

Human Resource Development/Administrative Support Assistance

The contractor shall perform the following duties:

- Assist in providing highly technical and administrative guidance and direction in the area of human resource development.

- Provide program support to the NASA HQ Coaching Program, which includes marketing, tracking, conducting research, and maintaining client contacts. Organize logistics for training delivery. Maintain inventory and requisition materials for in-house courses.
- Assist HR Specialists in conducting special studies/analyses on training and development principles and practices of limited scope in a specialty area by benchmarking and surveying other Centers, government agencies, and the private sector. Assist in developing proposals for consideration with recommendations on applicability and impact to HQ current procedures and processes.
- Assist the HQ Coaching Program Manager in evaluating the quality and effectiveness of the HQ Coaching Program, as needed.
- Research and compile statistics and informational data for recurring and special training reports, which often have deadlines to be observed.
- Assist in providing information and advice to employees and management officials on Office of Personnel Management (OPM), NASA, and non-Government training and developmental opportunities.
- Provide and develop pertinent informational data with respect to the availability of training courses, prerequisite/qualification requirements, course material and instructional aids, training rules and regulations, etc., on as needed basis.
- Assist HR Specialists in designing, developing, and revising instructional materials (e.g., tests, case studies, practice exercises, etc.), as needed. This includes improving job aids, survey items, tests, and other instructional materials to ensure maximum clarity and overall quality of design.
- Attend meetings, noting commitments made, inform staff of commitments, and arrange for staff to follow through on implementation. Arrange meeting space, speakers, and support details for large meetings.
- Ensure that the administrative and clerical services required for a smooth and efficient operation are provided. Ensure organizational values are incorporated into daily activities. Use formal procedures to track the coordination of work performed outside the organization.
- Coordinate administrative tasks in support of established requirements for supplies, property management, or office moves/space. Perform administrative duties to support the office construction and other facility improvements, as needed.
- Coordinate the purchase of equipment and supplies for the organization. Work in conjunction with HR Specialists or other government officials on initial arrangements to acquire equipment and services through standard procedures for procuring, authorizing and controlling and justifying the purchases.

- Screen all incoming mail and correspondence items to determine if personal action is required, and advises the supervisor of important organizational issues. Research background information, and send it along with the mail or correspondence when referring inquiries to appropriate staff members for action. Maintain control records on incoming correspondence and action documents, following up on work-in-progress to ensure timely action.
- Respond to inquiries (i.e., troubleshooting, problem-solving, and providing technical explanation) associated with program requirements and client deliverables as they relate to the NASA HQ Coaching Program, referring administrative problems/situations to the appropriate individual.
- Assist the HQ Coaching Program Manager in planning, organizing, tracking and monitoring development and deliverables for NASA HQ coaching program clients.
- Assist the Branch Chief and HR Specialists in revising and creating instructional and marketing materials, as well as statistical training reports.

Deliverables or Delivery Schedule

Monthly progress report outlining the accomplishments and status of all actions associated with the task within five days after the end of the month to the COR.

Career Counseling Monthly Reports (written or electronic) due 3-5 calendar days after the end of each month. Reports are to be submitted to COR.

Career Counseling Daily appointment log. To be submitted with Monthly Report above.

Government-Furnished Equipment and Government-Furnished Information

The Government shall supply an office, furniture, computer, and phone.

Place of Performance

Work is to be performed at NASA Headquarters, Washington, DC.

Period of Performance

March 1, 2013 through February 28, 2014